

COMMUNITY RESOURCES MANAGER,
DEPARTMENT OF CORRECTIONS (DOC)
Final Filing Date: CONTINUOUS



OPEN

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER - Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

EXAMINATION BASE DEPARTMENTAL FOR:
CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION (CDCR)

WHO SHOULD APPLY Applicants who meet the minimum qualifications as stated below. Applications will not be accepted on a promotional basis.

NOTE: Candidates may test for this classification once in a 12-month period. Candidates who participated in the previous examination administration within the last 12 months regardless of the final examination results, cannot participate in this examination administration.

HOW TO APPLY Submit Examination Application (Std. Form 678) and Qualifications Assessment

By mail to: or In person at:
Department of Corrections and Rehabilitation Office of Workforce Planning
P.O. Box 942883 1515 S Street, Room 101 N
Sacramento, CA 94283-0001 Sacramento, CA 95811-7243
(916) 322-2545 (916) 322-2545

If you are personally delivering your application and Qualifications Assessment, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, on or before the final filing date to the same street address as listed above for the Office of Workforce Planning.

Community Resources Manager, DOC Qualifications Assessments are available from the CDCR website at: http://www.cdcr.ca.gov/Career_Opportunities/HR/OPS/Exams/Exams_Open/index.html or in person at the address listed above.

NOTE: Only applications and Qualifications Assessments with an original signature will be accepted.

APPLICATION DEADLINE/ REQUIREMENTS Applications and Qualifications Assessments will be accepted on a continuous basis and applicants will be tested as needed. All applicants must meet the education and/or experience requirements for this examination at the time he or she files his or her application.

TEST DATE Candidates who meet the "Minimum Qualifications" will have their Qualifications Assessment rated.

SALARY RANGE(S) As of: July 1, 2014
\$5,295 - \$7,621

MINIMUM QUALIFICATIONS Either I
Broad and extensive experience, at least five years, which shall have developed an understanding of correctional institution programs, including inmate custody and classification within the Department of Corrections. This experience must have included at least two years in the California state service performing duties at the level of responsibility of a Correctional Counselor II (Supervisor) or Correctional Lieutenant.

Or II
Experience: Three years of managerial or second level supervisory experience in developing and implementing community service programs or serving as a liaison to community-based organizations or service groups in one or more of the following areas:

1. Criminal Justice. or
2. Law Enforcement. or
3. Government. or
4. A multiservice program.

(Experience in the California state service applied toward this requirement must include at least two years performing duties at the level of responsibility of a Correctional Counselor II (Supervisor) or Correctional Lieutenant.) and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted on a year-for-year basis.)

Special Personal Characteristics: Ability to effectively present the Warden, Assistant Director, or Director in the community; ability to successfully interact with a wide range of community individuals and with correctional staff; demonstrated capability to develop, coordinate, and obtain community-based resources; sympathetic or empathetic understanding of the problems of correctional institution staff and inmates; tact; emotional stability; maturity; and neat personal appearance.

Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example,

MINIMUM
QUALIFICATIONS
(CONTINUED)

candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

OUT-OF-CLASS EXPERIENCE: A “completion of an out-of-class assignment” memorandum, dated within one year of assignment completion, is required to use as out-of-class experience to meet the minimum qualifications for examination purposes. Employees may obtain this documentation from his/her Institutional Personnel Officer/Personnel Liaison. Out-of-class experience without required documentation will not be considered for examination purposes.

NOTE: Equivalent to graduation from college refers to a Bachelor’s degree. Applicants must have the number of semester or quarter credits, as well as the required coursework necessary to be awarded a four year Bachelor’s degree.

EXAMINATION
PLAN

INTERVIEWS WILL NOT BE HELD. This examination will consist of a Qualifications Assessment weighted 100%. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70% on the Qualifications Assessment.

The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate’s knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Candidates who meet the “Minimum Qualifications” will have their Qualifications Assessment rated and successful candidates will be placed on an eligible list. **SUBMISSION OF THE QUALIFICATIONS ASSESSMENT IS MANDATORY.** Candidates who do not submit a completed Qualifications Assessment will be eliminated from this examination

Qualifications Assessment -- Weighted 100.00%

Scope: Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate’s:

A. Knowledge of:

1. The dynamic relationship between a correctional institution and the community.
2. Modern principles and practices in penal administration and criminology.
3. Provisions of religious services within the correctional setting.
4. Current theory and practice in regard to volunteer recruitment, training, supervision, retention, and evaluation.
5. The role of citizen advisors in corrections.
6. Use of contracted services for inmate/family-related issues.
7. Training methods and planning and conducting in-service training programs.
8. Community organizations, facilities, and services, both volunteer and non-volunteer.
9. Principles and techniques for developing effective public relations.
10. Dynamics of interpersonal relationships and behavior.
11. Survey methods.
12. Analytical techniques.
13. Influencing public opinion.
14. Victims and victim rights groups' needs.
15. Effective fund- raising techniques.
16. Contractual requirements for services for inmates/families.
17. Institution administration and program personnel.
18. Institutional programs both custody and non-custody, regulations, and functions of the CDCR and the Board of Parole Hearings.
19. Principles of audits and corrective action plans.
20. Successful program monitoring methods.
21. Development and application of strategic plans and key business objectives.
22. Principles of budget and cost allocations.
23. Contract management requirements in State service.
24. The structure and functions of nonprofit organizations and Board of Directors.
25. Mission of all major departmental programs.
26. Impact of current and proposed legislation on Department programming.
27. Rules and regulations governing religion, Arts in Corrections, services to communities, volunteer services, gifts and donations, and service contracts.
28. Current and pending litigation and/or court mandates relative to all areas of responsibility.
29. Principles of effective supervision.
30. Supervisory responsibilities under the Ralph C. Dills Act.
31. Supervisor's role in promoting equal opportunity in hiring, development, and promotion of employees and for maintaining a work environment which is free of discrimination and harassment.

B. Ability to:

1. Formulate, plan, organize, and direct community-based programs for inmates related to religion, art, services to communities, self-help groups, and volunteers.
2. Supervise in-prison programs for art and religion.
3. Develop, allocate, coordinate, and control all community resources within a correctional institution.
4. Establish and maintain cooperative working relations with elected officials, staff members, public agencies, local education agencies, Citizen Advisory Committees, victim service organizations, art- related organizations, religious organizations, and civic groups.
5. Develop and implement activities for funds and services.
6. Analyze and evaluate highly sensitive program areas and situations accurately and take effective action.
7. Collect and interpret data.
8. Write clear and concise reports.
9. Effectively articulate resource needs by making verbal presentations to small and large community groups.
10. Design and implement new programs.
11. Develop and conduct training and orientation programs.
12. Keep abreast of trends and dynamic issues in the field.

EXAMINATION PLAN (CONTINUED)	13. Provide liaison between major Department community programs. 14. Coordinate and/or conduct formal audits. 15. Plan, organize, direct, and evaluate the work of employees. 16. Assess the training needs of employees. 17. Develop staff. 18. Understand and fulfill supervisory responsibilities under the Ralph C. Dills Act. 19. Effectively promote equal opportunity in employment and maintain a work environment which is free of discrimination and harassment.
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ELIGIBLE LIST INFORMATION	The resulting eligible list will be established to fill vacancies for CDCR. Names of successful candidates are merged onto the list in order of final scores, regardless of date. Eligibility expires 12 months after establishment, unless the needs of the service and conditions of the list warrant a change in this period.
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POSITION DESCRIPTION AND LOCATION(S)	<p>The Community Resources Managers, DOC plans, organizes, and directs major programs related to the community which include, but are not limited to: volunteer services, grants and donations, inmate community service projects, Arts in Corrections, inmate/family services, religious programming, and community service projects. Incumbents in this classification work either for a single correctional institution or as a lead in headquarters for a combination of several correctional institutions.</p> <p>Positions exist throughout the state at various institutions and at Headquarters in Sacramento with CDCR.</p>
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SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box on the "Examination Application." You will be contacted to make specific arrangements.
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VETERAN'S PREFERENCE/ CAREER CREDITS	Veterans' Preference will be granted in this examination. Due to changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference. Career credits will not be granted in this examination.
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GENERAL INFORMATION

Applications are available at CDCR offices, California Department of Human Resources (CalHR) offices, local offices of the Employment Development Department, and online at <http://jobs.ca.gov/Profile/StateApplication>.

Veterans' Preference: California law allows the granting of Veterans' Preference in any **Open** examination. **Veterans' Preference will be awarded as follows, starting on January 1, 2014:** 1) any veteran, widow or widower of a veteran, or spouse of a 100% disabled veteran, who achieves a passing score in an open examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) Veterans' Preference is not granted once a person achieves permanent civil service status.

Directions to apply for Veterans' Preference are available at the CalHR's website by clicking on the following link: [Veterans Preference Application \(CALHR 1093\)](#). Additional information can also be found at Department of Veterans Affairs' website at www.jobs.ca.gov/job/VeteransInformation

The Department of Corrections and Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned changed. Such revisions will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: If this examination requires a written test and/or oral interview, they will be scheduled throughout the State at the correctional institutions, youth facilities, and/or parole regions. However, locations of the written test and/or oral interview may be limited or extended as conditions change.

Eligible Lists: Eligible lists established by a competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older must be used first.

If you meet the requirements stated in this bulletin, you may take this examination. Possession of the entrance requirement(s) does not assure success in the examination or placement on the employment list. All candidates who pass the examination described in this bulletin will be ranked according to their scores.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination and fingerprinting may be required. In open examinations, an investigation may be made of employment records and personal history.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED

FOR CURRENT CDCR TESTING INFORMATION CALL (916) 322-2545
Telecommunications Relay Service (TRS): DIAL 7-1-1
www.cdcr.ca.gov

THIS CANCELS AND SUPERSEDES ALL PREVIOUSLY ISSUED BULLETINS